DISA COMSATCOM SCOOP

OCTOBER 2012 VOLUME 4 | ISSUE 4

UPCOMING EVENTS

23-25 October 2012
NSISC Space INFOSEC Symposium
El Segundo, CA
http://www.cvent.com/events/2012-nsisc-space-infosec-symposium/event-summary-af2b5fe231ad47998f865e6c1af3b0fa.aspx

29 October - 1 November 2012
MILCOM 2012 Conference
Orlando, FL
https://show.jspargo.com/milcom12/

14-15 November 2012
SATCON Satellite and Content Delivery Conference & Expo
New York, NY
http://www.satconexpo.com/

27-29 November 2012
Global MilSatCom
London, UK
http://www.smi-online.co.uk/defence/uk/global-milsatcom

12-14 December 2012
DoD Commercial SATCOM Users' Workshop
Arlington, VA
http://www.dodsatcom.com/ginfo.html

DISA does not formally endorse any non-DISA events. These events are provided for information purposes only.

CHIEF'S MESSAGE

Welcome to Fall and the October issue of the Scoop! The Commercial Satellite Communications (COMSATCOM) Center is pleased to share a few of the recent accomplishments with you. First, let's take a quick look at the on-going Future COMSATCOM Services Acquisition (FCSA) awards.

As of 13 September 2012, there are a total of 28 vendors on the FCSA contract vehicles – the U.S. General Services Administration (GSA) Information Technology (IT) Schedule 70 Transponded Capacity, Special Item Number (SIN) 132-54, Subscription Services, SIN 132-55, GSA's Custom SATCOM Solutions – Small Business (CS2-SB) and the newly awarded CS2 Full & Open. Nine of these are small businesses.

In this issue, we highlight the update on the Inmarsat transition; the completed acquisition of Inmarsat Broadband Global Area Network (BGAN) and Swift Broadband services for the Air Force Battlefield Airborne Communications Node-Joint Urgent Operational Need (BACN-JUON) Program; the release of the FY 2010 COMSATCOM Annual Usage Report; and, the efficiencies in automated EMSS ordering.

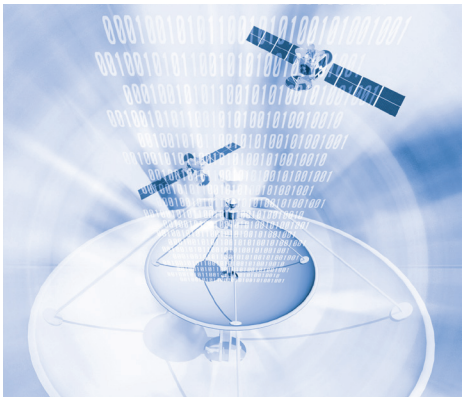
Special in this issue is "Hot off the Press" spotlighting the launch of CS2 – Full & Open, end-to-end solutions. This is a multiple award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract awarded to eight large businesses.

As always, if there are article topics for upcoming quarterly issues, please let us know by sending your suggestion to Disa.meade.ns.mbx.comsatcom-scoop@mail.mil. We do our best to select topics we believe are of interest to our customers, and welcome any feedback.

We are quickly approaching the busy holiday season. Please enjoy a happy and safe winter. We will be back next Quarter with our January 2013 issue.

— COL Michelle Nassar

INMARSAT TRANSITION UPDATE



The 10-year Inmarsat Indefinite Delivery/Indefinite Quantity (ID/IQ) contract expired on 05 June 2012 and provided Department of Defense (DoD) and Federal Agencies with ubiquitous worldwide coverage in support of Conflicts, Crises, Humanitarian Relief, etc. In order to provide continuity of service and allow sufficient time to transition the 7,000 Communications Service Authorizations (CSAs), the Defense Information Systems Agency (DISA) awarded a new Inmarsat Bridge contract with a two-year period of performance, one base year and two six-month options.

With a contract vehicle in place to maintain Inmarsat service, DISA began the process to transition all services from Inmarsat Bridge to the new General Services Administration (GSA) Information Technology (IT) Schedule 70 SIN 132-55 – Commercial Satellite Communications (COMSATCOM) Subscription Services. The approved acquisition strategy required the COMSATCOM Center to develop eight separate Blanket Purchase Agreements (BPAs) to support Military Department and Function communities. Four of the eight BPAs have been awarded and transition has begun on two BPAs.

The transition of 7,000 CSAs from the Inmarsat Bridge to each of the BPAs is a lengthy process and requires close coordination with many organizations. DISA's goal is to ensure Warfighters maintain 100% connectivity with no loss of service. The DISA Mobile Satellite Services (MSS) support staff is extremely sensitive of and responsive to customer needs and able to provide coordination support for all transition activities. The transition completion suspense coincides with the expiration of the Inmarsat Bridge on 05 June 2013.

One of the important considerations in the transition process is the expiration of Inmarsat legacy services (i.e., Inmarsat B, C, Land Mini-M, M4, etc.), and whether to transition these to the new contract. Inmarsat identified a number of legacy services which will expire as early as December 2014. Services need to begin the budget and planning process to acquire new equipment and services if they continue to have a need for MSS.

The Army Inmarsat Broadband Global Area Network (BGAN) BPA was the first to be awarded on 25 November 2011. With the Army BPA in place and the Army Service Manager looking to make the transition, the following detailed transition process will be beneficial for Army Inmarsat BGAN customers transitioning to the Army BPA:

1. Validate Service Request

This crucial process requires the Military Department to review and update information that could be as old as 10 years. Over the course of this time, points of contact, shipping address, and funding information has changed. In order to transition this service to the new contract, all information must be current in DISA Direct Order Entry (DDOE).

2. Service Activation Plan (SAP)

Each BPA contractor is required to develop an SAP. This details the contractor's approach to transition the customer's services as well as identify their risk mitigation strategy to transition active services from the incumbent contractors under the expiring bridge contract. This is a coordinated contractor and DISA SAP.

3. Validation Template

This template encompasses all CSAs that will fall within a BPA. The CSA list is disseminated to the Service Representatives and they flow the information to the end users to fill out specific CSA information. Filling out this template is the only way to transition your CSAs. The template required information includes:

- Contract Line Item Numbers (CLINs) to be exercised
- SATCOM Database (SDB) number
- Service point and shipping addresses
- Points of Contact (POCs) in the DDOE Central Address Directory (CAD)
- Special instructions

4. Dashboard Training

Each vendor has their own online account management tool, also known as a Dashboard, and training occurs on the winning vendor's dashboard within approximately 60 days post award. This training covers navigation, reports or data query generation, and management of user permissions, and conducted either by telecon, VTC, or in person.

5. Generate Telecommunication Requests (TRs)

As users fill out the previously mentioned Validation Template, the COMSATCOM Center submits weekly TRs through DDOE. Service Managers are notified of the upload, which CSAs are transitioning, and which CSAs are remaining within the queue. The TR routing and approval process remains the same; TRs will flow through their DDOE routing matrix for

Continued on page 3

approval. Once orders are approved, the new vendor receives the order and the transition to the new contract will take place. The method for this transition is on a BPA-by-BPA basis and is subject to change based on technology capability and service representative preference.

6. Submit Discontinue Order

Once users transition to the new BPA, it is imperative they submit discontinues for their legacy (old) service. Due to the risk of discontinuing a user's service before they get a new Subscriber Identification Module (SIM) card, the COMSATCOM Center is not responsible for discontinue actions. To prevent double billing when new service is activated, users need to perform a discontinue order immediately before the end of each billing cycle.

DISA HELPS AIR FORCE BRING HOME THE BACN

In August 2012, the Commercial Satellite Communications (COMSATCOM) Center completed an acquisition of Inmarsat Broadband Global Area Network (BGAN) and Swift Broadband services for the Air Force Battlefield Airborne Communications Node-Joint Urgent Operational Need (BACN-JUON) Program. BACN provides relay and bridging between disparate tactical radios, enabling different tactical radio systems to communicate seamlessly. Inmarsat BGAN and Swift Broadband are used to provide a payload control link between the BACN Payload Control Element terminals and the BACN Payloads. The payloads were developed for and deployed on Global Hawk Unmanned Aerial Vehicles (UAVs), with seven aircrafts planned by the end of 2012. The BACN-JUON requirement contract was previously awarded directly from the General Services Administration (GSA) schedule with minimum competition. BACN requirements were moved on to the Future COMSATCOM Services Acquisitions (FCSA) contract with more than 22 vendors capable of providing services. Increased competition among FCSA vendors resulted in greater price discounts and cost savings to the Air Force–an estimated overall reduction of $2.5 million in annual costs.

FY 2010 COMSATCOM ANNUAL USAGE REPORT RELEASED TO DOD STAKEHOLDERS

The Department of Defense's (DoD's) Commercial Satellite Communications (COMSATCOM) Annual Usage Report is widely regarded as the authoritative source for information on DoD COMSATCOM expenditures and bandwidth usage. The United States Strategic Command (USSTRATCOM) partners with the Defense Information Systems Agency (DISA) on an annual basis to report on the DoD's COMSATCOM prior year usage and expenditures, pursuant to Chairman Joint Chiefs of Staff Instruction 6250.1D. The fourth and latest of these annual reports covers DoD COMSATCOM usage and expenditures over the period FY 2000 through FY 2010 and was released to the DoD stakeholders in August 2012.

The Annual Report provides a detailed account of DoD's annual COMSATCOM bandwidth usage and expenditures, both in aggregate and segmented by various service profiles such as Combatant Commands (COCOMS), Services, and DoD Agencies (CC/S/A), frequency band, and coverage region. The report also analyzes DoD cost effectiveness in relation to general market prices of COMSATCOM bandwidth.

In FY 2010, DoD expended $972.1 million on COMSATCOM services ($655.3 million for Fixed Satellite Services [FSS], $12.7 million in Ultra High Frequency [UHF] satellite communications, and $304.2 million in Mobile Satellite Services [MSS]). Over the course of FY 2010, DoD FSS expenditures and associated usage increased 3.8 percent and 6.4 percent, respectively. The Army, Navy, and Air Force accounted for 75.8 percent of all reported FSS expenditures among all CC/S/As in FY 2010.

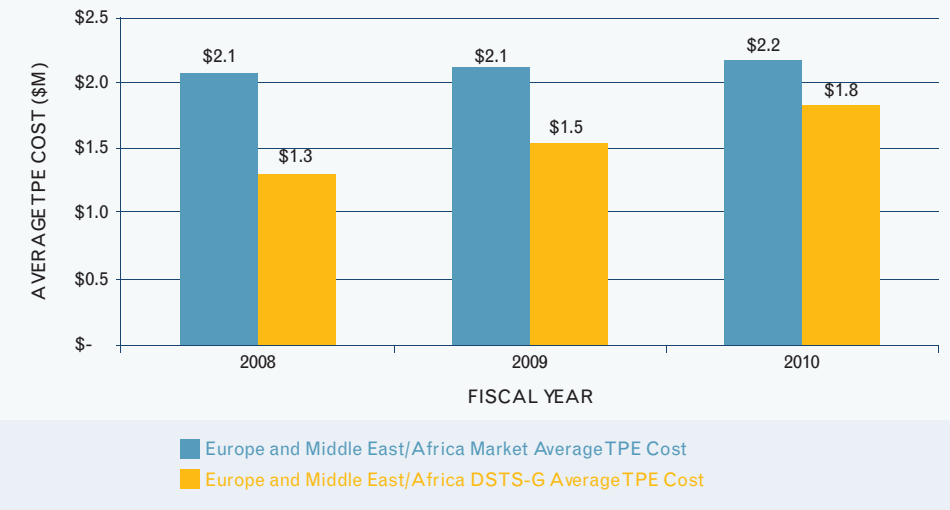
The legacy Defense Information Systems Network (DISN) Satellite Transmission Services-Global (DSTS-G) contract provided satellite bandwidth and services to meet the majority of DoD FSS requirements. The DSTS-G FY 2010 average prices for COMSATCOM bandwidth exhibited superior performance compared with other DoD COMSATCOM contracts. However, the FY 2010 Report marks the first time the average DSTS-G price for leased bandwidth exceeded the relative global industry average. The report concludes this was likely due more to the fact that continued bandwidth supply constraints

Continued on page 4

are in regions where DoD most relies on COMSATCOM (namely the Middle East/ Africa, Europe, and North America). Within-region comparisons demonstrate DSTS-G offered more cost-effective solutions in relation to market averages (See Figure 1).

MSS FY 2010 expenditures totaled approximately $304.2 million, increasing by 14.9 percent from FY 2009. DISA's Inmarsat and Enhanced Mobile Satellite Services (EMSS) contracts were the predominant contracting vehicles among DoD components, accounting for 80.9 percent of DoD MSS expenditures. Broadband Global Area Network (BGAN) accounted for 33.0 percent of total Inmarsat expenditures in FY 2010. From FY 2009 to FY 2010, EMSS expenditures grew 4.1 percent, from $78.6 million to $81.9 million. In FY 2010, a total of 70 million MSS airtime minutes were used, 8 million minutes for Inmarsat services and 62 million minutes for Iridium services. Army, Navy, and Air Force accounted for 88.2 percent of all reported MSS expenditures among all CC/S/As in FY 2010.

FIGURE 1: FY 2008 - FY 2010 EUROPE AND MIDDLE EAST/AFRICA AVERAGE TRANSPONDER EQUIVALENT (TPE) COST COMPARISON



Efforts are underway at USSTRATCOM and DISA on the FY 2011 Annual Report. We are actively working on updating the format of the FY 2011 Annual Report to reflect changes in market and contracting realities (e.g., Future COMSATCOM Services Acquisition [FCSA]). The majority of on-going DSTS-G requirements began transitioning to FCSA vehicles in February 2011. In the coming weeks, each CC/S/A will receive the data validation packages from USSTRATCOM/DISA. Please send any questions regarding this initiative to Disa.meade.ns.mbx.comsatcom-scoop@mail.mil.

AUTOMATED EMSS ORDERING CREATES EFFICIENCIES

DISA's Network Services (NS) Directorate has recently automated the ordering process for Enhanced Mobile Satellite Services (EMSS). Automated ordering improves service delivery efficiency to the customer by decreasing ordering time for EMSS capabilities by an average of 21 days, while not increasing cost for the customer.

EMSS provides Warfighters and partnering agencies with global, secure commercial Mobile Satellite Services (MSS). EMSS customers previously ordered service through a two-part process. The customer first placed a Telecommunications Request (TR) order for a MSS device via DISA Direct Order Entry (DDOE), DISA's online suite of tools for order of telecommunications services and capabilities. The customer then engaged in the lengthier of the two phases, by placing a Telecom Request (TR) in DDOE to activate service for the device.

The previous process required DISA to manually create a Telecommunications Service Order (TSO), by submitting a TSR. During this process, the TSR generated an automated application requiring the user to input service related identifiers, as well as other pertinent details such as, user location and unit information. Upon application approval, the request was moved into the World Wide On-line System (WWOLS), where the requirement was converted to a TSO to active service. At this step, the order was reviewed for accuracy and completion by a government employee, who would then update the application to reflect information that may have been omitted from the customer's original TR. Once complete, the TSO was transmitted to the Defense Information Technology Contracting Organization (DITCO) for the agency's Procurement Directorate (PLD) Contracting Officer to place onto a contract.

With the new automated process, WWOLS is now able to electronically access and utilize data from the customer's original TR in DDOE. This change eliminated the time-consuming task of a government employee manually moving data from one system to another and updating or including "filler data" in order for the system validation step to occur. Additionally, NS standardized the data fields between DDOE and WWOLS by

Continued on page 5

eliminating fields that had no relevance to EMSS. This has allowed the two systems to seamlessly marry data, allowing it to be entered only once for the order.

The standard delivery time of creating a TSO from a TSR was fifteen (15) business days and involved many layers of manual input and personnel involvement, which also contributed to adding an average of six (6) days to place service on contract. To streamline this process and minimize ordering time, NS automated many of the previous functions, allowing systems to interface, share data and alter EMSS applications to contain only program-relevant data fields.

Automating this process eliminated the need for manual entry and enables a quick turn-around of the TSO for activating services. The new ordering process streamlines customer order entry requirements, reduces TSO processing time, and improves customer wait times for activation of service.

EMSS was instrumental in driving process improvement by coordinating the automation of the TSO process for activating services via the DDOE system.

NS plans to use this model for Classified Voice Video over Internet Protocol (CVVoIP), as well as other Unified Capabilities. Legacy services (Non-Classified Sensitive Internet Protocol [IP] Router Network [NIPRNet], Secret Internet Protocol Router Network [SIPRNet], etc.) will be shifted to the new order process last given their complexity and reach.

To learn more about EMSS ordering, contact the **DISN Global Support Center via phone at:** DSN: (510) 376-3222 or (312) 850-4790; CML: (800) 554-3476 or (614) 692-4790; or via email at: DGSC@CSD.DISA.MIL; DGSC@COLS.CSD.DISA.SMIL.MIL. To order EMSS devices, accessories and services please visit the DDOE website at: https://www.disadirect.disa.mil/.

The 24x7 EMSS Help Desk is available to answer all customer questions about the full suite of EMSS devices, services, features and accessories.

EMSS Help Desk (24/7)
CML: (877) 449-0600
DSN: (312) 282-1048
Email: customer.service@gdc4s.com

EMSS Program Office
CML: (301) 225-2800
DSN: (312) 375-2800
Email: Disa.meade.ns.mbx.emss-program-office@mail.mil

Look for more EMSS products and service articles in future issues.

HOT OFF THE PRESS CS2 AWARDED

The General Services Administration (GSA) and Defense Information Systems Agency's (DISA's) Commercial Satellite Communications (COMSATCOM) Center announces the award of the Custom SATCOM Solutions (CS2) Full & Open, end-to-end solutions, Indefinite Delivery/Indefinite Quantity (ID/IQ) Contract, to eight large vendors.

Customized end-to-end solutions are an integrated solution that incorporates satellite transport (i.e., bandwidth), service enabling devices (e.g., terminals), and engineering support (e.g., installation, operations, maintenance).

A CS2 end-to-end task is a complex, coordinated effort involving the precise integration of equipment, bandwidth, and engineering. End-to-end solutions are distinguished from simpler requirements for only bandwidth and/or equipment. While bandwidth and equipment are acknowledged elements of end-to-end solutions, a fully integrated solution seeks a prescribed performance outcome which, taken as a whole, is beyond an inventory of individual elements.

CS2 size and complexity parameters:

- Multiple satellites
- Hundreds of delivery points
- Multiple Transponder Equivalents (TPEs), or over 100 megabits per second (Mbps) committed information rate
- Multiple terminal types
- Network management
- Worldwide coverage capability

Type of contract: Multiple award, ID/IQ
Period of performance: Three-year base, two one-year options; 29 August 2012 through 28 August 2017
Ceiling: $2.6 billion
Type of task order: Fixed price
Security: Included in the contract

For more information, please visit: www.gsa.gov/fcsa.